



# Appearance and Apparel Standards for Restaurants

## Why Team Member Appearance and Apparel

The goal of the Appearance and Apparel Standards for Restaurants is to help maintain a spirit of hospitality, professionalism, and a food-safe culture within Chick-fil-A® Restaurants, while ensuring the comfort of Team Members.

As representatives of the Chick-fil-A brand, Team Members should maintain good personal hygiene and present a professional appearance while at work in accordance with the Appearance and Apparel Standards in place at their local Restaurant. These standards apply at all Chick-fil-A restaurants and related concepts, including Chick-fil-A restaurants operated by independent franchised Operators, company-operated Restaurants, STC Brands restaurants, and Licensed Restaurants. Appearance and Apparel Standards are developed based on Operator, Team Member, and Customer feedback and uphold Guest impressions, brand consistency, and food safety requirements.

Appearance and apparel updates as stated in the Operational Requirements Guide are brand standards. As independent business owners who best understand their local talent needs and Customer preferences, Operators and Licensees have discretion to make any appearance-related decisions not directly mentioned in the standards based on what they think is best for their business. This includes making appearance-related decisions that are more stringent than those outlined in the standards. Yet, all of these decisions must be consistent with and cannot contradict the Appearance and Apparel Standards.

Team Members working at company-operated Restaurants, STC Brands concepts and Licensed Restaurants should also refer to the individual appearance and apparel standards adopted at their location for additional guidance.

## Brand Consistency and Guest Impressions

A professional uniform and overall appearance communicate to Guests that Chick-fil-A cares about Customer service, quality, and cleanliness.

Team Members represent the Chick-fil-A® brand to the public and play a critical role in delivering on the Chick-fil-A brand promise. A professional appearance in an attractive uniform makes a statement about who Chick-fil-A is as a brand. It also ensures Team Members across the chain have a consistent look, which helps build the brand and allows Guests to easily identify Team Members.





## Food Safety

- Many of the Appearance and Apparel Standards are based on applicable Food Code and local health department regulations. Anything that could come in contact with food during the preparation and serving process could potentially create a hazard or risk for Guests. This procedure contains minimum Appearance and Apparel Standards that apply at all Chick-fil-A restaurants.
- It is important to follow both Chick-fil-A food safety requirements and local health department regulations. If there is a discrepancy between the two, always follow the **more stringent** requirement.



## Reasonable Accommodation Statement

Each local Restaurant is responsible for adopting and enforcing the Appearance and Apparel Standards in a manner that complies with applicable federal, state, and local laws. If a Team Member believes that a reasonable accommodation related to their religion, ethnicity, disability, and/or other legally protected characteristic is necessary, the Team Member should notify their Operator, Manager, Interim Manager, or other designated Restaurant leader, as applicable and in accordance with any reasonable accommodation policy in place at the local Restaurant where the Team Member is employed.

### Appropriate Use

Team Members are representing the brand when wearing their uniform both on and off their shift. Brand Guardrails are in place to help mitigate risk. Misuse of Chick-fil-A's Brand System (including uniforms) and the Marks (i.e., logos, symbols, trademarks, copyrights, etc.) by using the brand as a platform for advocacy for personal statements (whether religious, political, social advocacy or other) is not allowed. Operators should consider educating teams on how/when to use the Chick-fil-A brand (e.g., on nametags and apparel) and assets like the Cows, to best protect Chick-fil-A's good name and help foster a caring company. Operators should outline the appropriate use of uniforms for Team Members to follow in their local handbook.

## Grooming and Appearance

- [Jewelry and General Appearance](#)
- [Wristwatches and Medical Alert Bracelets](#)
- [Personal Hygiene](#)



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## ***Jewelry and General Appearance***

- **Jewelry:** Jewelry (including medical alert jewelry) must be **modest in size** to help prevent the cross-contamination of food.
  - Jewelry worn in Guest service areas must not be distracting to Guests (e.g., it should be small, no neon colors, no attached decoration).
  - Necklaces should be tucked inside clothing for safety.
  - Rings are limited to a plain band without gemstones, such as a wedding band). When worn in food prep areas, food service gloves must be worn over ring to avoid food contamination or catching on equipment.



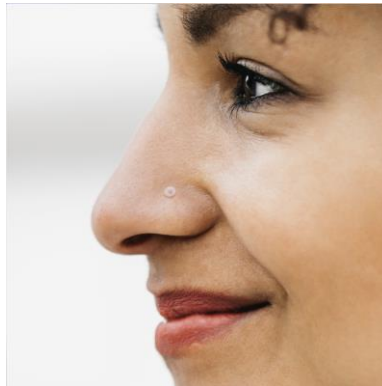
- **Piercings:** Piercings are allowed but limited to:
  - Ears, but limited to simple metal studs with no attached decoration or gemstones, and no dangling or hoop earrings.
  - Nostrils, but limited to a single simple metal stud with no attached decoration or gemstone, or a single clear/flesh toned retainer.
  - No other visible piercings (facial or other) are allowed.
  - Band-aids should not be worn to cover piercings.
- Team Members must follow their local food code regarding nostril piercings.



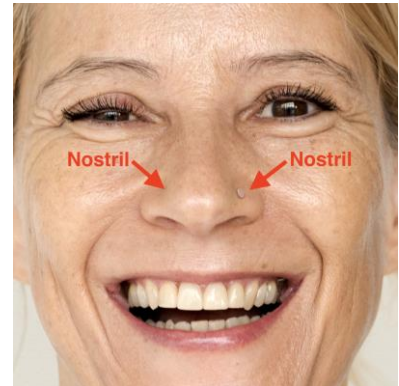
### Acceptable Nostril Piercings



**Metal**



**Clear Nose Retainer**

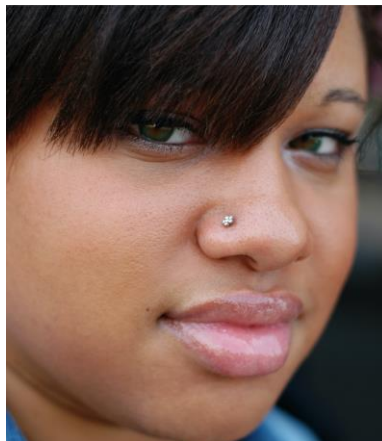


**Flesh Tone Nose Retainer**

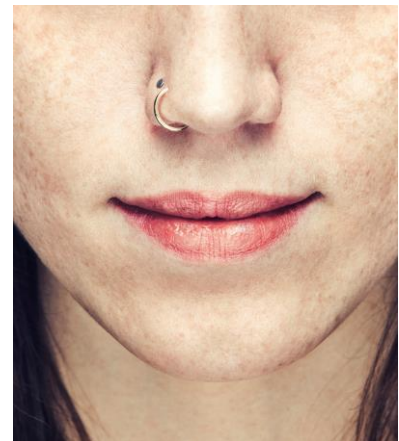
### Unacceptable Nostril Piercings



**Piercings Other than the Nostril**



**Gemstones or Nose Rings**



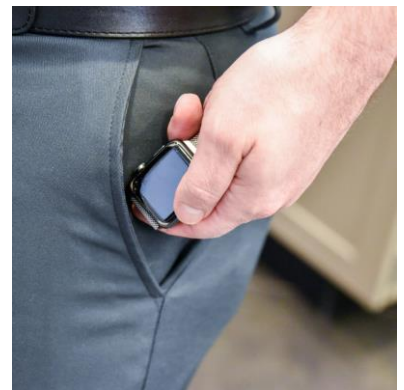
**Multiple Nose Piercings**



- **Makeup, Perfume, and Cologne:** Must be subdued and worn in good taste so as not to be distracting to Guests.
  - **False Eyelashes:** False Eyelashes are up to Operator discretion, if allowed by local health department guidelines.
- **Body Modifications:** Body modifications that are visible to Guests are not acceptable (e.g., extended earlobes, ear gauges/plug, or any piercings other than ears).
- **Dental Modifications:** Dental modifications must not be visible (e.g., decorative dental grills, dental tattoos); orthodontic braces and bands must be neutral colors.

### ***Wristwatches and Medical Alert Bracelets***

- Wristwatches and medical alert bracelets must be conservative in size and appearance and free from attached decoration or gemstones.
  - Watches and medical alert bracelets must not be worn in food prep areas; watches and bracelets make it difficult to properly wash hands and forearms, and contaminants can get caught in bands.
  - Medical alert bracelet may be kept in pocket.



### ***Personal Hygiene***

- Team Members are expected to present a professional appearance (neat and well-groomed) with good hygiene (e.g., clean and with appropriate application of body deodorant).





## Hair

- Hair must comply with local health department requirements. Hair must be clean, and hairstyles must be neat and professional in appearance.
- Effective hair restraints (e.g., hair accessories, hats, visors, hairnets, Chick-fil-A chef hats) must be worn to hold back any loose hair that could potentially fall into food. Hair that falls around face must be tied back and restrained using a hair accessory that has no jeweled or beaded parts that could come loose.
- **Hair Color:** Natural hair coloring is acceptable. Dying hair is allowed as long as it is a naturally occurring hue (black, brown, blonde, red, gray). Dying hair in unnatural hues (e.g., pink, purple, green, blue) is not allowed.
- Distracting hair styles (e.g., Mohawks or shaven words, symbols, logos, etc.) are unacceptable.



## Facial Hair

- Cleanly shaven is permitted at all Restaurants.
- If facial hair is permitted at the Restaurant location, the following facial hair styles are acceptable. *Short is defined as hair up to ½ inch in length (No. 4 standard trimmer guard); Neatly trimmed means there is a defined line where hair ends (i.e., with a beard, hair should end generally where the jawline meets the neck, above the Adam's apple).*
  - Short, neatly groomed mustaches.
  - Short, neatly groomed goatees with well-defined lines.



- Short, neatly groomed beards with defined cheek and neck lines.
- Sideburns trimmed to no longer than bottom of earlobe and must be a consistent width from top to bottom.

### Acceptable Facial Hair



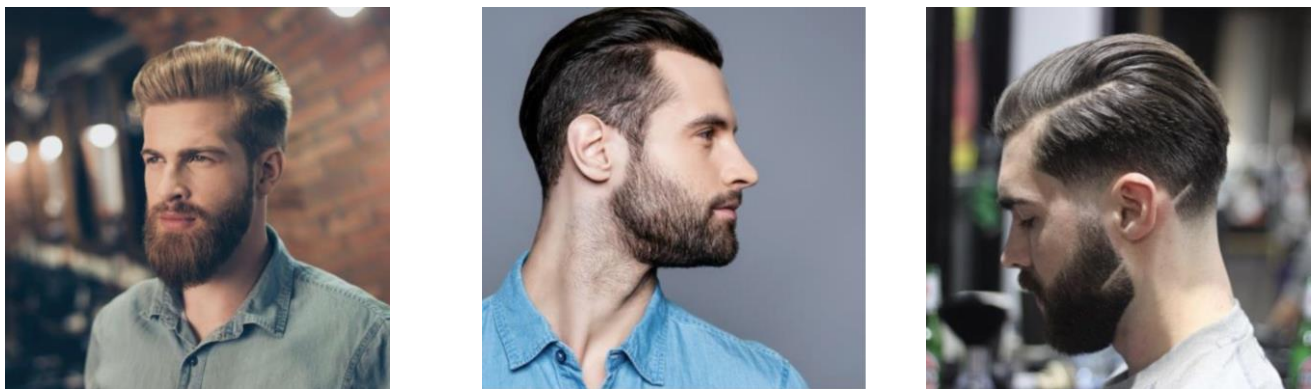
**Cleanly Shaven**

**Neatly Groomed  
Beard**

**Neatly Groomed  
Mustache**

**Neatly Groomed  
Goatee**

### Unacceptable Facial Hair





### Long Beards

### Neck Scruff

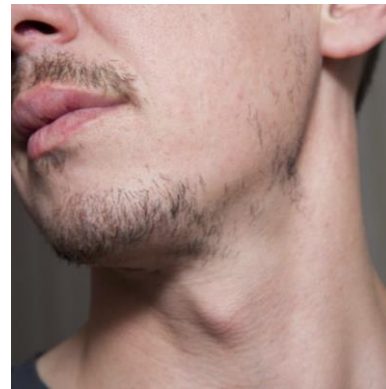
### Subtle Designs

- **Unacceptable facial hair styles:** No undefined lines, shavings, carvings, designs or extreme styles (e.g., no chinstraps, chops, handlebars, etc.).
- Team Members with facial hair longer than ¼ inch must wear a beard net when in a food prep role or in any food service role that requires the use of gloves.



### Important

Team Members should not work with unclear lines or patchy, inconsistent hair growth. While a Team Member is growing facial hair, the acceptable facial hair guidelines still must be followed.



### Fingernails







- Fingernails must comply with applicable Food Code and local health department requirements. Additionally:
  - Fingernails must not extend beyond fingertips when viewed from the open palm.
  - False fingernails and fingernail gems are not allowed.
  - Fingernail polish must not be worn in food prep areas; it is only acceptable in Guest service areas.

## **Tattoos**





- If visible tattoos are permitted at the Restaurant, the following standards must be met:
  - Tattoos must not be visible on face or neck.
  - Visible tattoos must not contain profanity or be racially offensive, sexually explicit, violent, vulgar, or otherwise offensive to other Team Members and Guests.
  - Tattoos that do not meet the above requirements can be covered by approved TeamStyle uniform items (e.g., long-sleeved polo shirts or performance sleeve) and/or with waterproof makeup.

## Apparel



### Important Food Safety Considerations:

- **All uniform items must be from the Chick-fil-A TeamStyle™ collection** and be clean, pressed, and in good condition at the start of each shift. Uniforms should be cleaned using the instructions on each garment.
- All garments should fit properly. Loose or hanging garments could come into contact with food.
- Avoid touching clothing or apron while working with food to prevent cross-contamination.
  - Avoid allowing a soiled apron to come in contact with cooked/ready-to-eat food or clean dishes to avoid cross-contamination.

**Cold Weather Apparel:** In colder weather, certain apparel items, such as parkas, ski pants, or heavy coats, may be shared. To maintain a food safe environment and prevent the spread of germs or infectious disease, cold weather clothing **must be** properly cleaned and disinfected.

- It is recommended to rotate and launder shared outerwear weekly. Best practice is to maintain enough shareable items to rotate outerwear and allow for shared items to have a 24-hour window of nonuse.
- Items that directly touch the face and body **should not be shared**, including (but not limited to):
  - Scarf
  - Hat
  - Headband
  - Socks
  - Shirts
  - Pants
  - Thermal Gloves

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## Shirts

- **All:** Polo shirts should have at least two buttons fastened. On other shirts, all buttons except top button should be fastened. TeamStyle vests and sweaters are also available to wear over button-front shirts.
  - **Male style:** Shirts (except chef coats) must be tucked in.
  - **Female style:** Polo shirt must be tucked in. At Operator's discretion, other female shirts may be untucked. Maternity tops are never tucked in.



- **Undershirts:**
  - Undershirts are required under button-front shirts and blouses. Undershirts are **optional** under all other tops (polo shirts, chef coats).
  - Undershirts should be solid white or black (no printing, graphics, patterns, or textured materials so as not to show through uniform shirt or blouse).
  - Undershirt sleeves should not extend below bottom edge of shirt sleeves.



- **Special Event T-shirts:** T-shirts are used for special events only and must be purchased through the custom tees section on The Mill to be reviewed by Custom Creative. Utilizing T-shirts as a regular part of the Team Member uniform (e.g., "Saturday" T-shirts or T-shirts for certain positions) is not allowed.



## Nametags

- A metal, Chick-fil-A brand nametag must be **worn at all times**. Nametag must be on outermost garment on Team Member's right chest. Nametag should be positioned using nametag eyelets when present.
  - The only allowed addition to the nametag is the nametag add-ons available on Supply Central for additional languages or training designation.
  - Other miscellaneous pins, buttons, stickers, and/or ribbons may not be worn on the uniform or affixed to the nametag (or uniform).
- If wearing an apron that is not considered part of the uniform (e.g., raw chicken apron or dishwashing apron), nametag should not be placed on apron.
- **Nametag Contents:** Visual Identity Standards outlined in the Chick-fil-A Brand System document should be followed, including use of the Helvetica font and appropriate font size<sup>1</sup>, title case (not all caps), and regular weight (no bold or italics).
  - First Line: Team Member's first name must appear on first line. At Operator's discretion last initial can be used.
  - Second Line: At Operator's discretion, title and/or years of service may also be used.No other personal information should appear on the nametag that could compromise Team Member safety.



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### <sup>1</sup> Font Size:

24p

One line - First name only

One line - First name and last initial

18p

One line - First and last name

12p

Two lines - Top line 18p, bottom (description) line 12p

For full Chick-fil-A Visual Identity Standards, refer to the Visual Identity Standards Overview on @Chick-fil-A.



## Licensed Restaurants

### Additional Information

Team Members are required to wear Chick-fil-A brand nametags. Licensed leadership (Food Service Director, Food Service Manager, etc.) is not required to wear Chick-fil-A brand nametag but must wear a company nametag.

## Bottoms and Belts

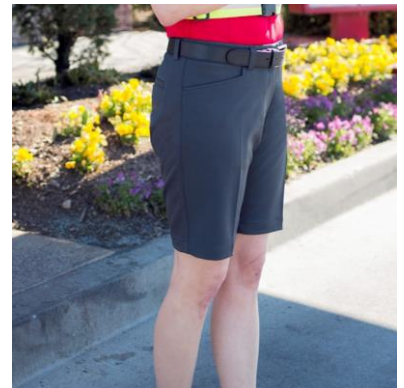
### Pants

- Pants must fit properly. They should not be too tight or too baggy.
- Pants must be hemmed to fall at midpoint of heel. Cuffed pants are not acceptable.
- Team Members not working outside roles should wear standard uniform pants or skirt at all times.



### Shorts

- Shorts must be worn with black belt.
- Shorts can be worn while working outside roles or inside by Team Members who are rotating between outside roles and front-of-house tasks or serving as delivery drivers.
  - Per OSHA requirements, it is up to the Operator to identify and decide whether shorts are adequate protection for tasks and particular hazards in the Restaurant.



### Skirts

- Skirts should not be modified or altered to change length.

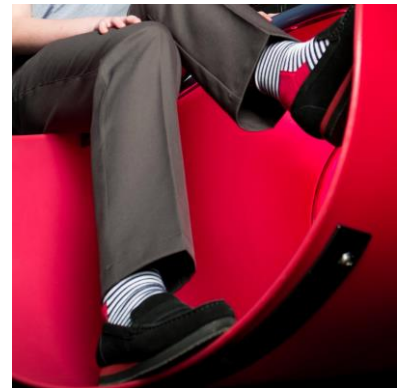
### Belts

- Black belts must be trimmed so end does not hang below belt line.
- Colored belts should not be trimmed.



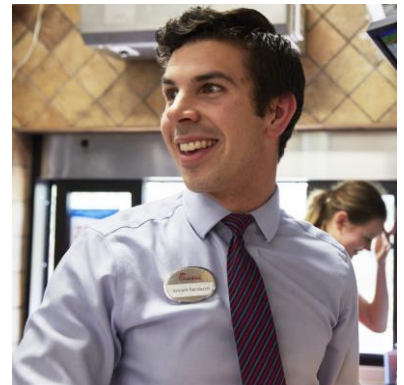
## Footwear

- Slip-resistant shoes must be always worn when working inside the Restaurant.
- Shoes must be solid black and constructed of leather or non-cloth, synthetic uppers with slip-resistant rubber soles (e.g., Shoes for Crews™) with closed heels and toes.
- Team Members working outside roles during their entire shift may wear athletic shoes that are primarily white, black, or gray. Boots may be utilized in the winter.
- Shoes must fit properly with laces tied, unless limited by medical conditions requiring corrective orthopedic devices (due to broken bones, surgeries, etc.).
- Team Members must wear black, navy, or gray socks (to compliment bottoms), TeamStyle socks, black hose, or flesh-toned hose.



## Accessories

- **Chick-fil-A Neckties:** At Operator's discretion, Chick-fil-A brand neckties may be worn with men's long-sleeved shirts.
  - Ties must be properly knotted and securely fastened, and should fall to the midpoint of the belt buckle.
  - Ties must not be worn with short-sleeved, button-front shirts or with women's shirts.
- **Caps/Hats/Visors:** Chick-fil-A TeamStyle caps/visors may be worn at Operator's discretion or to comply with local health department requirements.
  - Caps/visors must be clean and have no visible stains or discoloration.
  - Caps/visors should be worn with the bill facing directly forward and above the eyebrows so eyes are clearly visible under brim cap.
  - Chef hat may only be worn with chef coat.
- **Religious Head Coverings:** Religious head coverings may be worn, and Team Members may provide their own head covering. When possible, it should be a solid color (preferably navy, gray, black, cream, or white).





## Safety Gear

- Yellow high-visibility, reflective safety wear with 360-degree coverage (e.g., drive-thru safety strap) is required for:
  - Team Members working outside the Restaurant in the drive-thru, parking lot for curbside delivery, or directing traffic.
  - Chick-fil-A Delivery Drivers on bike, foot, or moped.
- Face coverings are an optional part of the Team Member uniform (unless required by local regulation) and can be worn at any time. Face coverings must come from the approved TeamStyle collection or from the masks available through Supply Central.



## Outerwear

- The outermost garment should be from the TeamStyle collection or approved specialty gear on Supply Central.
- Team Members can layer with their personal clothing if it's not visible to Guests.

## Role-Specific Uniforms

- **Restaurant Leadership (required):**
  - *Shift Leader Level:* Leaders working in position throughout their shift should wear approved TeamStyle clothing and shoes.
  - *Director Level:* Leaders not working in position can follow the [Operator Restaurant Attire Operating Standard](#), but must look cohesive with the rest of the team (e.g., being mindful of colors and patterns that distract Guests and don't match the Team Member uniform). This standard also applies when representing the brand outside of the Restaurant.
- **Dining Room Host/Hostess Uniforms (optional):** For Team Members serving as the Dining Room Host or Hostess, they may wear the Chick-fil-A uniform along with a charcoal full apron, half apron, or Table Turner Apron.





- **Back-of-House Chef Coats/Headwrap (optional):** When chef coats are worn, they should be worn untucked. All buttons/zippers should be fully fastened. In place of a nametag, chef coats can have embroidered names on the right chest panel. Chef coats can be worn with matching headwraps or TeamStyle caps/visors.



- **Chick-fil-A Delivery Drivers (optional):** Delivery drivers may wear TeamStyle apparel branded for Chick-fil-A Delivery. They are considered an outside role and may choose to wear shorts and athletic shoes (if requirements are followed). Yellow high-visibility, reflective safety wear with 360-degree coverage must be worn when delivering on foot, bike, or moped.

### ***Special Events (single-day, limited-time events)***

- Team Members whose roles do not require food and beverage handling can wear theme-appropriate apparel meeting requirements below:
  - All shirts, tops, and dresses must have sleeves and keep with TeamStyle uniform requirements (i.e., no shirts unbuttoned to mid-chest, no plunging necklines).
  - All skirts and dresses are knee-length.
  - Wear slip-resistant shoes (such as Shoes for Crews), nametag on outermost garment, and meet all grooming requirements.







- For outside events, TeamStyle shorts are allowed.
- Do not wear items with jewels, fur, feathers, and other features that could fall into food; face paint; sweatpants; or items containing trademarks or brand assets other than those belonging to Chick-fil-A.
- **Cow Appreciation Day®:** Dress from the **waist up** in appropriate, clean cow-spotted apparel, such as tucked-in shirts, Chick-fil-A Cow ties, Cow vests, and Cow hats. Dress from waist down in TeamStyle uniform.
  - Use resources and local campaign options provided to Guests, such as downloadable cow spots, cow headbands, and cow signboards.
  - Udders, tails, and items that could fall into Guests' food should **NOT** be part of Team Member's Cow Appreciation Day apparel.

### ***Uniform Reuse and End of Life***

- **Uniform Reuse:** Uniforms that are in good condition (gently worn, no tears, no stains, no discoloration, no significant signs of wash/wear) can be reused by another Team Member as long as they are properly sanitized according to the directions on the garment tag.
- **Uniform End of Life:** Uniforms that are not a candidate for reuse can be recycled locally if they do not have a Chick-fil-A logo.